



About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

Baldridge in Massachusetts

- **8 Massachusetts applicants for the Baldridge Award (2005–2015)**
- **1 Massachusetts award applicant in 2015 represents 12,530 jobs, 52 work locations, \$2.52 billion in revenues/budgets, and over 248,000 customers served.**
- **4 Baldridge examiners from Massachusetts volunteered \$60,000 in services in 2015.**

Massachusetts National Role Model

AT&T Network Systems Group, Transmission Systems Business Unit (now part of Alcatel-Lucent), manufacturing, 1992 (North Andover)

Partners in Performance Excellence

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldridge-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldridge Program for the Baldridge Excellence Framework and other resources but operate without financial support from the Baldridge Program. At its core, the nonprofit Partners in Performance Excellence (PiPEX; <http://www.partnerspex.org/>) is an economic development organization. We help businesses, hospitals, schools, government agencies, and nonprofits improve performance. We educate, train, assess, provide feedback, and recognize organizations committed to a journey of excellence. PiPEX serves Connecticut, Massachusetts, New York, and Rhode Island.

2012–2015 Massachusetts Partners in Performance Excellence Award Winners

VA New England Healthcare System (Platinum)

Action Ambulance Service, Wilmington (Silver)

Raytheon Integrated Defense Systems, Material Verification & Test Department (Process Excellence)

Success Story



Action Ambulance is a medical transportation provider with 235 employees, operating 24/7, with a coverage area of 130 square miles and 650,000 people. In 2011, it responded to more than 35,000 emergency calls and provided over 25,000 non-emergency transports. Action Ambulance has added 6–7% to the bottom line year over year since it started, and 2009 was its best-performing year despite the recession and an increasingly competitive marketplace. Sharing relevant comparisons has also accelerated progress. The CEO summed up his philosophy: “You manage your checkbook. You lead people. The Criteria support this approach perfectly.”

AHCA/NCAL National Quality Award Winners in Massachusetts

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and post-acute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Kindred Nursing and Rehab—Braintree (2015, Silver)	North Adams Commons Nursing and Rehabilitation Center (2013, Silver)
Kindred Nursing and Rehabilitation Laurel Lake (2015, Silver)	Notre Dame Long Term Care Center (2013, Silver)
Williamstown Commons Nursing & Rehabilitation Center (2015, Silver)	Buckley HealthCare Center (2013, Bronze)
Wingate at East Longmeadow (2015, Silver)	Colonial Heights (2013, Bronze)
Cardigan Nursing & Rehabilitation Center (2015, Bronze)	Holy Trinity Nursing and Rehabilitation Center (2013, Bronze)
Holden Rehabilitation and Nursing Center (2015, Bronze)	Genesis Care at Westfield Center (2013, Bronze)
Wingate at South Hadley Rehabilitative and Skilled Nursing Residence (2015, Bronze)	Holyoke Health Care Center (2013, Bronze)
Wingate at Wilbraham (2015, Bronze)	Milford Center (2013, Bronze)
Wingate at Silver Lake (2015, Bronze)	Royal Cape Cod Nursing & Rehab. Center (2013, Bronze)
D'Youville Senior Care, Inc. (2014, Bronze)	Royal Fairhaven Nursing & Rehab. Center (2013, Bronze)
Essex Park Rehabilitation and Skilled Nursing Center (2014, Bronze)	Royal Falmouth Nursing and Rehab. Center (2013, Bronze)
Royal Nursing and Rehabilitation Center (2014, Bronze)	Royal Megansett Nursing & Retirement Home (2013, Bronze)
Wingate at East Longmeadow (2014, Bronze)	Royal Taber Street Nursing & Rehab. Center (2013, Bronze)
Kimball Farms Nursing Care Center (2013, Gold)	Southeastern Massachusetts Health and Rehabilitation Center (2013, Bronze)
Linda Manor Extended Care Facility (2013, Gold)	Spring Valley Center (2013, Bronze)
Courtyard Nursing Care Center (2013, Silver)	The Guardian Center (2013, Bronze)
Kindred Nursing & Rehabilitation—Country Gardens (2013, Silver)	Thomas Upham House (2013, Bronze)
Mt. Greylock Extended Care Facility (2013, Silver)	Timothy Daniels House (2013, Bronze)

Baldrige in the U.S.

- **Organizations from all sectors and of all sizes use the Baldrige Excellence Framework to achieve their success and sustainability goals.**
- **U.S. organizations applying for the Baldrige Award have received 1,639 feedback reports detailing organizational strengths and opportunities for improvement.**
- **102 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2015 applicants represent 567,434 U.S. jobs, 2,665 work sites, more than \$142 billion in revenues/budgets, and an estimated 449 million customers served.**
- **349 national Baldrige examiners volunteered roughly \$5.3 million in services in 2015.**
- **In 2014, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 2,152 volunteer examiners.**